

QUALIFICATIONS

Knowledge of:

Basic law enforcement theory, principles, and practices and their application to a wide variety of services and programs. Standard law enforcement information, communications, and record keeping terminology. Principles and techniques of traffic control. Principles and practices used in collecting, processing, and logging evidence. Self defense principles and practices. Location of major streets, public places, and landmarks in the City of Brentwood. Modern office procedures, methods, and computer equipment. Computer applications such as word processing, spreadsheet, and database applications. Automated law enforcement information systems and procedures. English usage, spelling, grammar, and punctuation. Public and agency desk procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents. Law enforcement record keeping and records management principles, procedures, techniques, and equipment. Research and report writing techniques. Customer service principles and practices. Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.

Ability to:

Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities. Understand, interpret, and apply general administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, codes, and regulations. Perform a variety of non-sworn law enforcement activities. Prepare factual, clear, and concise crime reports. Direct and control traffic during special events or other emergency situations. Learn basic Spanish

speaking skills that allow for communication regarding addresses, locations, time, descriptions, etc. Operate and use modern office equipment including a computer and various software packages. Operate specialized automated law enforcement information and communication systems including public safety computer systems to access and maintain data. Analyze situations and adopt a course of action. Remain calm under emergency situations. Research and maintain records, logs, and files. Deal tactfully and courteously with the public and law enforcement personnel. Respond to requests and inquiries from the general public. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person. Exercise good judgment in maintaining critical and sensitive information, records, and reports. Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures. Organize and prioritize work assignments. Understand and follow oral and written instructions. Type and enter data accurately at a speed necessary for successful job performance. Work varied hours including evenings, weekends, and holidays. Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships with those contacted in the course of work.

SELECTION PROCESS:

Applications will be screened and those applicants possessing the MOST DESIRABLE qualifications will be notified to participate in the examination process. The examination process may include a written test, hands-on computer test, oral interview, pre-employment physical examination, and/or background investigation. Travel costs are at the applicant's expense. All applicants will be notified by mail or telephone whether or not they are invited to participate further in the selection process. Candidates placed in this position will be fingerprinted.

Qualified applicants will be considered without regard to race, color, ancestry, religion, national origin, sex, gender, age, disability, medical condition (as defined by State law), marital status or political affiliation. If special accommodations are necessary at any stage of the examination process, notify this department in advance and every attempt will be made to consider your request. The information contained herein does not constitute either an expressed or implied contract and these provisions are subject to change.

IMMIGRATION REFORM / CONTROL ACT:

To comply with the Immigration Reform and Control Act, effective November 1986, all potential employees will be required to provide proof of U.S. citizenship or authorization to work in the United States.

APPLICATION PROCESS:

Required City application and supplemental questionnaire may be obtained by visiting the website www.brentwoodca.gov; calling 925-516-5188 or in-person at Brentwood City Hall 150 City Park Way, Brentwood, CA 94513 from 8:00 a.m. to 5:00 p.m. **Application must be returned to Human Resources by application deadline. Application deadline is 4:00 p.m., Monday, June 1, 2015. Faxes, Emails, and Postmarks will NOT be accepted.**

**The City of Brentwood is an
EQUAL OPPORTUNITY EMPLOYER**



Invites applications for:

Community Services Officer I

Monthly Salary:
\$4,261.74 - \$5,180.18

Apply by: Monday, June 1, 2015

Brentwood City Hall
150 City Park Way
Brentwood, CA 94513
Job Hotline: (925) 516-5188

THE CITY

Brentwood is a pleasant, progressive and growing city of approximately 53,000 residents in Eastern Contra Costa County. A significant number of citizens are Spanish speaking. Brentwood is located in a smog-free valley close to the Delta waterways. The community is served by an excellent school system. Housing opportunities are varied and affordable.

SUMMARY DESCRIPTION

Under supervision of a Police Lieutenant or other assigned senior, supervisory, or management staff, provides a wide variety of non-sworn technical and administrative law enforcement support services in support of Police Department operations and services including in the areas of parking enforcement, vehicle abatement, prisoner booking and transportation, responding to assigned calls for service, writing reports, fingerprinting, and narcotic offender/sex offender registrations; and provides other support and assistance to other non-sworn functions and activities of the Police Department.

IDENTIFYING CHARACTERISTICS

This is the entry level class in the Community Services Officer series performing the more routine and less complex non-sworn law enforcement assignments while learning City policies and procedures. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Community Services Officer II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This classification is flexibly staffed with the Community Services Officer II. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at

the discretion of higher level supervisory or management staff.

REPRESENTATIVE DUTIES - (May include but not limited to the following):

- Performs a wide variety of non-sworn technical and administrative law enforcement support duties in support of Police Department operations and services.
- Performs a range of parking enforcement and vehicle abatement duties; patrols City and marks vehicles; issues parking citations; has abandoned vehicles towed.
- Responds to routine and non-hazardous calls for service; takes and prepares reports including those involving lost and found property, shop-lifting, burglary, stolen property, and missing persons.
- Book prisoners/arrestees; transport prisoners/arrestees to County facilities.
- Registers sex and health and safety offenders.
- Assists officers in witness and/or crime scene searches; participates in evidence collection.
- Performs fingerprinting for prisoners and the public.
- Coordinates vehicle and building maintenance activities for the Police Department; schedules patrol vehicle maintenance; updates service records.
- Assists with the acquisition and maintenance of equipment, supplies, and facilities including patrol vehicle emergency equipment, office equipment, office supplies, and supplies for assigned functions; orders forms and citation.
- Coordinates volunteer program and other programs as may be assigned.
- Performs a full range of related duties in support of department operations; provides traffic and crowd control, VIN verifications, citation sign offs, and car seat inspections; participates in vehicle management; performs other administrative duties as assigned.
- Enters and maintains accurate data and

information into the California Law Enforcement Telecommunications System (CLETS) including stolen vehicles and missing and unidentified persons.

- Assists at the Police Department's front counter as necessary; photocopies and distributes crime, incident, arrest, and accident reports to the general public and various agencies; releases impounded vehicles; assists, provides information, and responds to questions and concerns from the general public, departmental staff, and other agencies in person and by telephone; answers and responds to calls on multiple phone lines; forwards calls to appropriate personnel; takes and provides phone messages.
- Testifies in court as required.
- May assist in searching persons in police custody.
- Performs related duties as required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Environment: Office and field setting; travel to various locations; exposure to inclement weather conditions; exposure to heavy vehicle traffic conditions; may be required to work evenings, weekends and split shifts.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to travel to various locations to respond to non-emergency situations; perform traffic control functions; stand or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such.

EDUCATION AND/OR EXPERIENCE:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Community Services Officer I**. A typical way of obtaining the required qualifications is to possess:

Education/Training:

Equivalent to completion of the twelfth grade.

Experience:

One year of work experience that demonstrates a general aptitude for working with the public in a multi-task environment.

License or Certificate:

Possession of a valid Class C California driver's license.

SALARY AND BENEFITS:

The salary schedule is a five-step range: \$4,261.74 - \$5,180.18 monthly. 3% of base salary for shift differential. Benefits include: employer payment up to \$1,326.63/month towards health insurance premium plus full family dental and vision insurance, \$1,000 per year uniform allowance, up to 26 days vacation per year depending upon years of employment, 14 holidays, \$20,000 term life insurance with \$100,000 accidental death insurance, retirement plan under the Public Employees Retirement System. Long term disability insurance, voluntary flexible benefits plan and the choice of three voluntary deferred compensation plans.